



New Mexico Human Services Department

Susana Martinez, Governor
Sidonie Squier, Secretary


Income Support Division
P.O. Box 2348
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Phone: (505) 827-7250; Fax: (505) 827-7203

INCOME SUPPORT DIVISION INTRADEPARTMENTAL MEMORANDUM

ISD – GI 12-20

DATE: May 2, 2012

TO: ISD STAFF

FROM:  Ted Roth
ISD Acting Director

SUBJECT: Civil Rights Requirements

This replaces ISD-GI 10-71, and updates interpreter contact information.

Language Interpretation Services

Language interpretation is available through “Language Line Services” for 170 languages. The cost for this service is billed directly to the Quality Assessment Bureau on behalf of county offices.

Language identification cards known as Language Line Quick Reference Guides, are available from the ISD2 Help-Desk/Training, at the contact name below, if more are needed by your office. The Language Line Quick Reference Guides contain the toll free telephone number, 1-877-261-6008, and your ISD Client ID. **Previously assigned personal codes have not changed.** Program codes are required to identify the program for which this is used. The system is automated so you will follow the prompts as explained on the following page.

To obtain new access or delete old access, the contact person is Diane Rivera, at (505) 827-7228 or email at diane.rivera@state.nm.us.

- To access an interpreter through Language Line Services, follow these instructions:

1. Dial: **1-877-261-6608**
2. Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: **5 4 5 0 2 4**
 - *Press 1 for Spanish*
 - Press 2 for all other languages and speak the name of the language you need at the prompt.
 - **Program Code:**
 - 10 - Medicaid**
 - 20- SNAP**
 - 30- TANF**
 - 40 - LIHEAP**
 - 50 - GA**
 - **Personal Code:** _____ **(YOUR CODE HAS NOT CHANGED)**

1. If asked to identify our organization. Please say: Income Support Division
2. Once connected to an interpreter, please press "speakerphone." If a speakerphone is unavailable, pass the handset back and forth as necessary.
3. If you have questions please contact the Language Line Services customer service department at: 1-800-732-6096.

- When interpretation is needed, it should be provided in a timely manner.
- Bilingual staff that are proficient, may and are encouraged to communicate directly with a Limited English Proficient (LEP) person but may not provide interpretation services for that LEP client. *For example*, if you know how to speak Spanish and a LEP/Spanish speaking client comes to your office for services and you and the client communicate directly, you may communicate with that client. However, if that same LEP person needs to talk to your supervisor or another caseworker who does not speak Spanish and you are asked to function as an "interpreter" between your supervisor and the LEP client, you would be in violation of the licensure/certification requirements. Staff is not allowed to act as an "interpreter." In this example, the supervisor would then need to utilize Language Line.
- If bilingual staff is not available and bilingual communication is needed, Language Line should be utilized.

- Identification of the language can be determined by using the language identification cards provided.
- If the client has been offered free interpretation services and chooses to utilize his/her own interpreter – i.e., friend, family member or community member – the client will sign a waiver indicating that s/he is giving up her/his right to free interpreter services. **The waiver does not replace a signed Authorization to Release Information or Authorized Representative form.** The waiver will be in effect for the time period indicated on the attached form (to be determined jointly between the staff member and the client) but will not exceed the period of one year. Staff should never require, suggest, or encourage a LEP client to use family members or friends as interpreters. **At no time will children under the age of 18 years old be utilized to provide interpretation services.** The waiver will be placed in the client's case record. A copy of the waiver is available on the forms shared drive and as an attachment to this GI.

Staff is allowed to utilize the service for all languages including Spanish. The protocol for Spanish usage is as follows:

- If a staff member is available who fluently speaks the same dialect of Spanish as the client that is the first method of communication to be utilized.
- If a staff member who speaks the language is not available and the client needs to be seen immediately, the Language Line Service should be utilized.
- If there is no staff member available who can speak the language, Language Line should be utilized. Identification of the language can be determined by using the Language identification cards provided.

Civil Rights Training

Civil Rights training is required to be completed every year by all staff that has contact with applicants/recipients. Training is to be monitored by Regional Trainers to ensure that all staff in their region is provided with training each year. County Directors are responsible for the scheduling of new employees and internal monitoring in their respective offices.

County Directors are to keep a log of all Civil Rights Complaints and all Complaints that are not Civil Rights in nature. A copy of the CD Civil Rights Tracking Log spreadsheet is attached to this GI.

Supervisors are to keep a log of all Complaints that are not Civil Rights in nature; those received by telephone and those received in person. A copy of the Supervisor Complaint Log is attached to this GI.

Deaf Interpretation Services

Deaf Interpretation is available to all staff through Community Outreach Program for the Deaf (COPD) for face-to-face contact with deaf and hard of hearing individuals. The request can be made directly to COPD by field office staff. A copy of the brochure is attached to this GI. Their

telephone number is 1-800-229-4262 and their local number is 505-255-7636. Interpretation can also be requested through email at: interpreterscheduling@COPDNM.org

We ask that *clients* do not contact COPD directly, but in the event that they do, COPD staff is aware that they need to contact the Quality Assessment Bureau for appropriate coordination with field offices and for approval.

Anyone who is communicating directly with a deaf person, as an interpreter, must meet a licensure requirement. For example, if you know American Sign Language (ASL) and a deaf client comes to your office for services, you are allowed to communicate directly with the deaf person for brief communication only. Brief communication, like scheduling an appointment to come back at a later time when you can secure a certified and licensed interpreter, is fine. If the communication you 'interpret' is beyond that, you would need to be a licensed interpreter.

If a deaf client wants to conduct an interview by communicating with the worker by writing back and forth, after the COPD brochure has been given to the client, it is best to have the client write a statement that they have chosen to conduct the interview by writing and place it in the case record and enter the information in CTS.

Relay NM Service

Relay NM is a service contracted by the state as part of the American's with Disabilities Act (ADA) to provide functionally equivalent telephone access for Deaf, Hard of Hearing and Speech Impaired.

Relay NM will provide the interpretation through a call center in their facility, regardless of whether the call is incoming or outgoing. Instructions on how to receive a Relay call and How to Place a Relay call are attached to this GI.

For questions, regarding the Civil Rights training requirements, Deaf Interpretation Service and NM Relay Service, the contact person is Marilyn Martínez, at (505) 827-7760 or email at marilyn.martinez@state.nm.us.

Attachments:

- Waiver of Right of Free Interpreter Services
- Language Line Quick Reference Guide
- COPD brochure
- Relay NM guide
- CD Civil Rights Tracking Log.xls
- Supervisor Complaint Log

Waiver of Rights to Free Interpreter Services

Free interpreter services are available through agencies of the New Mexico Human Services Department (HSD). HSD will call an interpreter after identifying the primary language in which you are able to communicate. You are entitled to bring your own interpreter; however, HSD or its subsidiary agencies will not authorize payment for interpreters not previously secured or approved by HSD.

I, _____, have been informed of my right to receive free
(Customer Name)
interpretive services from _____. I understand that I am
(HSD/Agency)
entitled to interpretive services at no cost to myself or to other family members, but do
not wish to receive HSD's free services at this time. I choose _____
(Interpreter's Name)
to act as my interpreter from _____ until _____.
(Date) (Date)
I understand that I may withdraw this waiver at any time and request the services of an
interpreter, which will be paid for by _____.
(HSD/Agency)

To the best of my knowledge, the person I am using to act as my own interpreter is over the age of 18. I understand that this waiver pertains to interpreter services only and does not entitle my interpreter to act as my Authorized Representative. I also understand that the service agency may secure a qualified or certified interpreter of my choice during the interpreting session to ensure accuracy of the communication and follow-up instructions.

The interpreter identified below orally translated this form to me.

(Customer's Signature)

(Date)

(Interpreter's Signature)

(Date)

(Interpreter Printed Name)

(Date)

(Staff Person Signature)

(Date)

Renuncia a mi Derecho Recibir los Servicios Gratuitos de un Interpretete

Los servicios gratuiitos de intérpretes están disponibles en las oficinas del Departamento de Servicios Humanos (HSD). HSD puede llamar a un intérprete después de identificar el idioma principal en el cual usted puede comunicarse. Usted tiene derecho a traer su propio intérprete; sin embargo, HSD o sus oficinas representativas no autorizarán el pago de los servicios de interpretación que HSD no haya obtenido o aprobado previamente.

Yo, _____, he sido informado de mi derecho a recibir los
(Nombre del cliente)
servicios gratuitos de tener intérprete de _____. Entiendo que tengo
(Oficina)
derecho a que se presten servicios gratuitos de interpretación para mí o mis familiares,
pero no deseo recibirlos en este momento. Elijo a _____ para que
(Nombre del intérprete)
actúe como mi intérprete de _____ hasta _____.
(Fecha) (Fecha)
Entiendo que podré revocar esta renuncia en cualquier momento y solicitar los servicios
de un intérprete, los cuales serán pagados por _____.
(Oficina de HSD)

A mi entender, la persona que estoy usando para que actúe como mi propio intérprete es mayor de 18 años. Entiendo que esta renuncia se refiere solamente a los servicios de interpretación, y que no confiere ningún derecho a mi intérprete para que actúe como mi Representante autorizado. También entiendo que la oficina de servicios podrá contratar a un intérprete certificado o calificado para que observe al intérprete de mi elección durante la sesión de interpretación con el fin de garantizar la precisión de la comunicación y las instrucciones de seguimiento.

El siguiente intérprete tradujo verbalmente este formulario para mí.	
_____	_____
(Firma del Cliente)	(Fecha)
_____	_____
(Firma del Intérprete)	(Fecha)
_____	_____
(Imprima Nombre de Intérprete)	(Fecha)
_____	_____
(Firma del Empleado de la Oficina)	(Fecha)

QUICK REFERENCE GUIDE



Language Line
services

New Mexico Human Services Department

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-877-261-6608**
3. Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: **5 4 5 0 2 4**
 - Press 1 for Spanish
 - Press 2 for all other languages and speak the name of the language you need at the prompt.
 - **Program Code:**
 - **Personal Code:**
4. An Interpreter will be connected to the call. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the Interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

WORKING WITH AN INTERPRETER – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALLS – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at www.LanguageLine.com

DOCUMENT TRANSLATION – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@language.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

www.LanguageLine.com

Getting the right interpreter.

The staff at COPD are familiar with most of the Deaf and Hard-of-Hearing community members in Albuquerque, and throughout most of the state. We have a running list of their preferred sign styles and their preferred interpreters. We also have more than 120 nationally certified, NM licensed interpreters working through us statewide, and are familiar with their individual skill levels and experience. Having this information helps us to provide the best-suited interpreter for any given situation.

Is there a fee to hiring an interpreter?

Interpreters are highly trained professionals who charge for their services. Generally there is an hourly fee, often with a minimum charge. It is usual to pay for travel time or mileage.

Tax Benefits are available to small businesses.

The 1990 amendment to the Internal Revenue Code permits eligible small businesses to receive a tax credit for certain costs of compliance with the ADA. These costs include necessary and reasonable costs of interpreters and other auxiliary aids.

After Hours Emergency Referral.

Along with ER Referral during regular business hours, COPD offers After Hours Emergency Interpreter Referral services for medical, legal or employee related emergencies.

How do I request an interpreter?

- A. Ask the Deaf or hard of hearing consumer if s/he needs an interpreter for their interview/meeting. If yes,
- B. Preferred: Use our website www.copdnm.org
- C. OR Call COPD (505) 255-7636 or (800) 229-4262
- D. Try to have as much information as possible
 - Date and time of the assignment
 - Names of persons involved
 - Location, address and directions to the assignment
 - Description of the situation (i.e. legal, medical, etc.)
 - Type of language preferred by the Deaf or hard of hearing person(s) - ASL, Signed English, Oral English, etc...
 - Billing information
- D. Plan ahead. The more lead time the better. COPD requests a minimum of 10 business days advance notice to fill an assignment, however we will try to fill any request in a matter when we receive it.
- E. COPD's interpreter referral specialists will contact you to confirm the assignment and s/he fills your request.

To request an interpreter please contact

COPD at:

- Preferred www.copdnm.org
- (505)-255-7636
- (800) 229-4262
- interpretingscheduling@copdnm.org

COMMUNITY OUTREACH PROGRAM FOR THE DEAF

INTERPRETER REFERRAL PROGRAM

SIGNED LANGUAGE INTERPRETATION



"Interpreters at work"
Cassandra, age 6
NM Preschool for the Deaf

COPD

10601 Lomas Blvd NE Ste 112
Albuquerque, NM 87112
www.copdnm.org
(505) 255-7636
Fax: (505) 255-8029
(800) 229-4262

COPD

COPD is a private, non-profit program of human services for people with hearing loss established under the umbrella of Catholic Community Services of Southern Arizona, Inc. CCS has been serving the Deaf and hard of hearing communities in Tucson since 1973. The Albuquerque office opened in 1994. Since that time, the staff at COPD has been working to improve accessibility for Deaf and hard of hearing people as well as to provide education to the wider community.

INTERPRETER REFERRAL PROGRAM

Our goal is to provide accessible signed language and oral interpreting referral services for the citizens of New Mexico. We also aim to assist state, federal, local agencies, businesses, and organizations to meet their requirements under the Americans with Disability Act (ADA) when working with Deaf and hard of hearing people.

Why is an Interpreter needed when...

We can write notes?: Writing takes 5—6 times longer than using an interpreter, it is cumbersome and limited in content, often resulting in misunderstandings. Also, many Deaf or hard of hearing individuals do not have a sufficient mastery of the English language to successfully access the communication through writing.

They can read lips?: The most skilled lip reader is able to recognize only ~ 30% of what is said, the remaining 70% is left to guess work with a need for repeated clarification.

What is a "qualified" interpreter?

A qualified interpreter is one who is able to effectively bridge the communication needs of all participants. The use of gender or ethnicity is strongly discouraged because of the emotional or personal involvement and confidentiality factors that may adversely affect the communication of critical information.

Professional interpreters have taken years of specialized training, have taken a national certification exam to determine their level of competency and must be licensed by the state of New Mexico. They also have to adhere to a strict code of ethics which promotes neutrality, confidentiality and objectivity.

A person who has taken a few basic classes in American Sign Language is not an interpreter.

An interpreter needs to be fully fluent in both languages, ASL and English, and both cultures, to meet the complex needs of various communication settings.

Who needs interpreters?

The ADA strongly encourages that the Deaf or hard of hearing person be consulted as to his/her needs for effective communication. The Deaf or hard of hearing person is held to be the best judge of the need for interpreter services especially in situations involving lengthy or complex issues such as physical or mental health, legal, educational or financial matters.

What is an interpreter's role?

The interpreter is not a participant in an interview or meeting. S/he is there to facilitate communication between the hearing and Deaf persons. When using a signed language or oral interpreter, speak directly to the person who is Deaf or hard of hearing, not the interpreter. It is a violation of the interpreter's code of ethics to become personally involved in the process at any time—before, during, or after the interview/meeting.

What is American Sign Language?

American Sign Language (ASL) is used in the U.S. and many parts of Canada. ASL descended from French Sign Language (FSL), brought to North America by educators in the early 19th century. ASL is not universal. In general, each country has its own signed language(s) as well as its own spoken language(s). Other signing/communication systems, like Manually Coded English (MCE) are used in the U.S. Some interpreters specialize in Signed English or "transliteration".



How to Place a Relay Call:

1. Call Relay New Mexico at:
1-800-659-1779 or 7-1-1.
2. Give the Communications Assistant (CA) the number you wish to dial. You will hear, "Thank you. One moment please."
3. Once the TTY user answers the phone, the CA will read what the TTY user is typing. You may then begin your call.
4. Always say "go ahead" when you are done speaking, and wait for your caller to say "go ahead" before responding.
5. Speak directly to your caller. Do not say "tell him" or "tell her." The CA will type exactly what you say, including background noises (chewing, whispering, and coughing).
6. If a caller asks you to repeat, say it a different way. There may be a language barrier. Rephrasing may help.
7. Ask one question at a time.
8. Do not try to engage the CA in conversation. They are not a part of the call.
9. Speak slowly and be patient!



How to Receive a Relay Call:

1. You will hear an operator say: "A person is calling you through Relay New Mexico CA #XXXX. Are you familiar with Relay?" If not familiar, an explanation will be provided.
2. Always say "go ahead" when you are done speaking, and wait for your caller to say "go ahead" before responding.
3. Speak directly to your caller. Do not say "tell him" or "tell her." The CA will type exactly what you say, including background noises (chewing, whispering, and coughing.)
4. If a caller asks you to repeat, say it a different way. There may be a language barrier. Rephrasing may help.
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